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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/081,552	02/22/2002	Charles Kenneth Davis III	RSW920020015US1	4286

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IBM CORPORATION  
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EXAMINER

LIN, KELVIN Y

ART UNIT PAPER NUMBER

2142

DATE MAILED: 06/01/2006

Please find below and/or attached an Office communication concerning this application or proceeding.

<b>Office Action Summary</b>	<b>Application No.</b> 10/081,552	<b>Applicant(s)</b> DAVIS ET AL.	
	<b>Examiner</b> Kelvin Lin	<b>Art Unit</b> 2142	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --  
**Period for Reply**

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

#### Status

- 1) ☐ Responsive to communication(s) filed on \_\_\_\_.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

#### Disposition of Claims

- 4) ☒ Claim(s) 1-16 is/are pending in the application.  
 4a) Of the above claim(s) \_\_\_\_ is/are withdrawn from consideration.
- 5) ☐ Claim(s) \_\_\_\_ is/are allowed.
- 6) ☒ Claim(s) 1-16 is/are rejected.
- 7) ☐ Claim(s) \_\_\_\_ is/are objected to.
- 8) ☐ Claim(s) \_\_\_\_ are subject to restriction and/or election requirement.

#### Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 2/22/02 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.  
 Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
 Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

#### Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).  
 a) ☐ All b) ☐ Some \* c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. \_\_\_\_.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- \* See the attached detailed Office action for a list of the certified copies not received.

#### Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☐ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)  
 Paper No(s)/Mail Date \_\_\_\_.
- 4) ☐ Interview Summary (PTO-413)  
 Paper No(s)/Mail Date. \_\_\_\_.
- 5) ☐ Notice of Informal Patent Application (PTO-152)
- 6) ☐ Other: \_\_\_\_.

## Detailed Action

### *Claim Rejections - 35 USC § 102*

1. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

2. Claims 1-16 are rejected under 35 USC 102(e) as being anticipated by Topff et al., (U.S. Patent 6026500).

3. Regarding claim 1, Topff discloses a method for automatically providing temporary access for servicing a system resource (Topff, Fig.1), comprising the steps of: awaiting an occurrence of a trigger event associated with a system resource (Topff, fig. 2a); and in automatic response to the occurrence of the trigger event, activating a prearranged user account that enables a service provider to access the system resource (Topff, col.4, l.35-45).

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4. Regarding claim 2, Topff discloses the method of claim 1, wherein the trigger event includes opening a trouble ticket (Topff, col.6, l.62-67, col.7, l.1-5).

5. Regarding claim 3, Topff discloses the method of claim 1, wherein the system resource includes data processing equipment (Topff, fig. 1, element 100).

6. Regarding claim 4, Topff discloses the method of claim 1, wherein the system resource includes communication equipment (Topff, col.3, l.31-32).

7. Regarding claim 5, Topff discloses a method for automatically providing temporary access for servicing a system resource, comprising the steps of: awaiting an occurrence of a trigger event associated with a system resource (Topff, fig. 2a) ; in automatic response to the occurrence of the trigger event, activating a prearranged user account that enables a service provider to access the system resource (Topff, col.4, l.35-45, col.5, l.46-59); following the occurrence of the trigger event, awaiting an occurrence of a closure event associated with the trigger event (Topff, fig. 2a, element 1100); and in automatic response to the occurrence of the closure event, deactivating the prearranged user account (Topff, col.10, l.32-44).

8. Regarding claim 6, Topff discloses the method of claim 5, wherein the trigger event includes opening a trouble ticket (Topff, col.6, l.62-67, col.7, l.1-5) .

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9. Regarding claim 7, Topff discloses the method of claim 6, wherein the closure event is a service condition (Topff, fig. 2a-2b).

10. Regarding claim 8, Topff discloses the method of claim 7, wherein the service condition includes closing the trouble ticket (Topff, fig. 2a-2b, table 3, l.60-67).

11. Regarding claim 9, Topff discloses the method of claim 7, wherein the service condition includes reducing a severity of a problem tracked by the trouble ticket (Topff, col.3, l.47).

12. Regarding claim 10, Topff discloses the method of claim 5, wherein the closure event includes satisfaction of a temporal condition (Topff, col.8, l.42-52, event information is provided to help application program, and fig. 2c, the element 1000 monitoring the processing then transfer the status information to rules engine for analysis which is corresponding to the satisfaction of the service condition ) .

13. Regarding claim 11, Topff discloses the method of claim 10, wherein the temporal condition includes expiration of a predetermined interval of time (Topff, col.3, l.47).

14. Regarding claim 12, Topff discloses the method of claim 10, wherein the temporal condition includes arrival of a predetermined time (Topff, col.3, l.47).

15. Claim 13 has the similar limitation as claim 1. Therefore, claim 13 is rejected for

the same reason set forth in the rejection of claim 1.

16. Claims 14-16 have the similar limitation as claims 5, 11-12. Therefore, claims 14-16 are rejected for the same reason set forth in the rejection of claims 5, and 11-12.


### ***Conclusion***

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Kelvin Lin whose telephone number is 571-272-3898. The examiner can normally be reached on Flexible 4/9/5.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Andrew Caldwell can be reached on 571-272-3868. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

05/26/06  
KYL

  
**ANDREW CALDWELL**  
SUPERVISORY PATENT EXAMINER